

NEW MEXICO PUBLIC REGULATION COMMISSION
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MAR 25 2014

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S. Vincent Martinez

Utility Division
 Dwight Lamberson
 Acting Director
 (505) 827-6960

March 20, 2014

Marlene H. Dortch
 Secretary
 Federal Communications Commission
 445 12th Street, SW
 Washington, DC 20554

Re: Lifeline and Link Up Reform and Modernization et al., WC Docket No. 11-42.

Dear Ms. Dortch:

The Telecommunications Bureau of the Utilities Division of the New Mexico Public Regulation Commission (PRC) respectfully submits this notice responding to the Federal Communications Commission (FCC) request for state notifications on Lifeline recertification, contained in the Wireline Competition Bureau (Bureau)'s March 5, 2014 Guidance Notice. In the Guidance Notice, the Bureau encouraged state agencies to "notify the Bureau and USAC whether they are recertifying subscribers and under what circumstances."

On behalf of the State of New Mexico, the PRC hereby notifies the FCC and the Universal Service Administrative Company (USAC) that New Mexico's eligible telecommunications carriers (ETCs) conduct their own subscribership recertifications at this time. Attached is correspondence regarding this matter within the State of New Mexico. Please contact me should you have any further questions at (505) 827-6902.

Respectfully submitted,

Michael S. Ripperger,
 Telecommunications Bureau Chief

cc: Julie Veach, Chief, WCB
 Jonathan Lechter, TAPD, WCB
 Karen Majcher, Vice President, USAC High Cost and Low Income Division
 Catherine Palcic, Manager, USAC Lifeline Program

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CONSUMER RELATIONS DIVISION
Jim Williamson, Director

April 11, 2013

Re: Low Income Telephone Assistance Program (LITAP)

Dear Telecommunications Carrier:

The New Mexico Public Regulation Commission (NMPRC) and Human Services Department (HSD) are experiencing a high volume of calls regarding Lifeline / LITAP benefits. These benefits allow qualified low-income consumers to pay reduced telecommunication charges once approved for the Lifeline program benefits as described in the Federal Communications Commission (FCC) Code of Regulations section 54.403, Lifeline Support Amount. These customer inquiries appear to be in response to the recent customer eligibility changes to the certification and recertification requirements of the Lifeline program.

This letter is to remind telecommunications carriers that the recertification of Lifeline / LITAP consumers is a federal mandate of the FCC. Therefore, all companies must recertify their end user customers for Lifeline/ LITAP benefits. Providing the necessary documentation to the telecommunications carriers for Lifeline / LITAP recertification is the consumer's responsibility, not the NMPRC's or HSD's staff.

Therefore, NMPRC and HSD staff will be directing all calls related to the application for Lifeline / LITAP benefits to their respective telecommunication carriers. When you receive these calls, please direct the consumer to contact any local HSD/Income Support Division (ISD) field office to obtain a Client Request for Benefit Verification form which will indicate that they are recipients of cash assistance, SNAP (food stamps), LIHEAP or Medicaid benefits. Once the consumer has

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received the Client Request for Benefit Verification form, they will be ready to apply for Lifeline / LITAP benefits following your program procedures. Let the consumer know that all the telecommunications carriers' forms to participate in the program are available on the NMPRC website for their convenience.

Please provide this information to your Customer Services Representatives and all affiliated staff in order to provide guidance on the correct application procedure to your consumers. Do not tell your customers to contact the NMPRC or HSD Central Office directly.

If you have any questions regarding this matter please contact our office, the Consumer Relations Division of the NMPRC at 1.888.427.5772. We appreciate your cooperation in this matter.

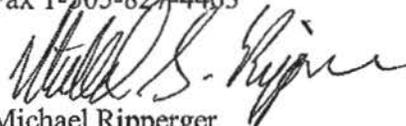
Sincerely,



Jim Williamson
Consumer Relations Division Director
Public Regulation Commission
Consumer Relations Division
1120 Paseo De Peralta
P.O. Box 1269
Santa Fe, NM 87504
Jim.williamson@state.nm.us

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Cc: JoAnn Lapington, LIHEAP Coordinator, HSD

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